



METROPOLITAN
TRANSPORTATION
COMMISSION

Joseph P. Bort MetroCenter
101 Eighth Street
Oakland, CA 94607-4700
Tel: 510.464.7700
TDD/TTY: 510.464.7769
Fax: 510.464.7848

Memorandum

TO: Operations Committee

DATE: April 3, 2009

FR: Executive Director

W.I.: 1224

RE: Contract: 511 Traffic Contractor (FYs 2010-2014): SAIC

Staff requests this Committee's authorization to enter into a five-year contract with options to extend for up to five additional years with Science Applications International Corporation (SAIC) in an amount not to exceed \$32,340,000 to operate, maintain and further develop the 511 Traffic, Real-Time Transit and 511 Phone Systems. The contract period will extend from FY 2009-10 through 2013-14, with a transition period of up to six months starting July 2009. The first four months of this contract will constitute a transition period from the current contractor, Televent Farradyne.

511 Traffic Background

Originally called TravInfo, the San Francisco Bay Area's 511 traveler information system was initially deployed on September 30, 1998. In 2000, MTC entered into a contract with PB Farradyne (now Telvent Farradyne) to help MTC design, build, operate and maintain the 511 traffic and phone system into its present design. MTC's contract with Televent ends June 30, 2009.

The 511 system is now fully deployed and is a recognized leader among traveler information systems. MTC contracts with multiple firms to provide 511 services. The 511 Traffic Contractor will deliver the following specific elements of the 511 Program and will coordinate with these other contractors to present as a single, comprehensive service:

- All 511 Traffic data collection, processing, and dissemination;
- All aspects of the 511 Phone Service;
- Staffing and management of the 511 Traveler Information Center (TIC); and
- Select 511 Transit Services, including pre-recorded transit information on the phone and the collection and dissemination of real-time transit data.

The term of the existing contract with Televent Farradyne could have been extended through June 2010. However, we recommended to this Committee in June 2008 that we go out to bid one year early after experiencing a number of budget overruns and schedule delays on key work activities. The procurement process allows MTC to establish a new baseline for program costs,

evaluate other approaches to 511 program delivery, and assess whether other firms could support the program more cost effectively. Other objectives for this procurement were to: 1) restructure the contract to focus on operations and maintenance, 2) require more detailed scoping of system enhancements, 3) improve project management and reporting, and 4) provide more flexibility in adding or removing tasks to meet the evolving needs of the 511 program. The procurement also listed several additional goals for the contract, including maintaining and increasing 511 usage, providing a cost-effective 511 service, and ensuring effective information services in the event of regional emergencies. In anticipation of possible contract transition, staff reserved \$1.2 million subject to the result of the procurement.

Request for Proposals Process

MTC issued a draft Request for Proposal (RFP) in August 2008 to solicit industry input to the final RFP that was released in October 2008. We received two proposals: one from TI Solutions (a joint venture of Telvent Farradyne, our current contractor, and ICx Transportation Group, a subcontractor under the current contract) and one from SAIC with IBI Group and LogicTree as subcontractors. The evaluation panel included staff from MTC, Caltrans and other partner agencies and was supported by six technical advisors.

The four main evaluation criteria were: 1) approach, 2) team qualifications, 3) resource availability and allocation, and 4) communications. The evaluation criteria stressed quality of the proposed approach and team qualifications over cost.

Based on a review of the written proposals, the panel held in-person meetings with each of the proposers in February 2009 and issued a Request for Best and Final Offer (BAFO) to both teams later that month. The Request for BAFO allowed proposers to revise and re-submit their initial proposals to address questions and concerns about their original proposals. Panelists evaluated the BAFOs individually and reconvened in March to develop a recommendation.

Based on a thorough review of the initial proposals, BAFOs and in-person discussions, the panel unanimously recommends awarding the contract to SAIC. Attachment A summarizes the results of the panel evaluation against the four evaluation criteria.

Recommendation

Staff recommends that the Committee authorize the Executive Director or his designee to negotiate and enter into a contract in the amount of maximum amount of \$32,340,000 with SAIC to operate, maintain and further develop the 511 Traffic, Real-Time Transit and Phone Systems for a five-year contract period (FY 2009-10 through FY 2013-14) with options to extend for up to five years in increments to be determined by MTC.

Steve Heminger

SH:ck

Attachment A Rationale for Recommendation

Evaluation criteria were provided to potential bidders in the RFP. The criteria and their associated weighting, indicated by point values, are shown in the table below. Each evaluator assigned a point score to each proposal according to the evaluation criteria.

RFP Evaluation Criteria and Associated Weights and Scores

Criteria	TI	SAIC
1. APPROACH (30 Points)	25.8	25.8
A) Work Plan		
B) Logic, risk, appropriateness schedule		
C) Team structure, coordination, communication, office location		
2. TEAM QUALIFICATIONS (30 Points)	23.4	26.6
A) Quals and experience of lead firm, PM, key project staff		
B) References		
3. RESOURCE AVAILABILITY AND ALLOCATION (30 Points)	23.2	25
A) Assignment of key personnel		
B) Availability of key personnel		
C) Labor distribution		
D) Appropriateness and clarity of lump sum		
E) Appropriateness and allocation of non-labor resources		
F) Cost effectiveness and value-added services		
4. COMMUNICATIONS (10 Points)	7.4	8.8
A) Clarity, structure and readability		
B) Ability to speak and present clearly		
TOTAL POINTS	79.8	86.2

In summary, SAIC's proposal was rated more highly with respect to their approaches to project management and real-time transit data collection and dissemination. The SAIC management approach was viewed as more favorable to MTC than the joint venture approach proposed by TI and ICx, and SAIC offered a locally-based, full-time project manager. They also proposed options for better integrating the 511 Transit and 511 Traffic projects and systems.

Regarding cost-effectiveness, SAIC did propose a higher total for fixed monthly fee plus direct costs of \$1.2 million over five years. Of this, \$715,000 is due to transition costs. Given that SAIC's effective labor rates are lower than TI, over the life of the contract we expect to recoup the \$1.2 million, plus an additional \$100,000.

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Consultant Contract

Work Item No.:	1224
Consultant:	SAIC Oakland, CA
Work Project Title:	511 Traffic Contract
Purpose of Project:	Collect and disseminate real-time traffic and transit information to the public.
Brief Scope of Work:	Provide 511 traffic data collection and dissemination, 511 real-time transit data collection and dissemination, and 511 phone service.
Project Cost Not to Exceed:	\$32,340,000 (five year contract)
Funding Source:	STP, SAFE, STA
Fiscal Impact:	Fiscal year budgets subject to annual budgetary approval processes.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a five-year contract with SAIC to be the 511 Traffic Contractor and the Chief Financial Officer is authorized to set aside funds for such contract in the amounts specified, subject to annual agency approval processes.
Operations Committee:	<hr/> Amy Rein Worth, Chair
Approved:	Date: April 10, 2009